EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
S1	50	("20050027575" "6408292" "20040054610" "20060179064" "20040068435" "20040162812" "20050278297" "6963826" "7130853" "20020035562" "20030144873" "20050065756" "20050108043" "20060126818" "20020055956" "20020156812" "20040133587" "20050108041" "6757689" "6791050" "6850927" "6915270" "6922686" "6954757" "6954758" "6965920" "7062505" "7110522" "20010027408" "20020007400" "20020052877" "20020059283" "20020107864" "20020107957" "20020133392" "20020140731" "20020143794" "20020178166" "20030004872" "20030055668" "20030055728" "20030069780" "20030109954" "20030110256" "20030114955" "20030120502" "20030163427" "20030200135" "20030229884" "20030233458").pn.	US-PGPUB; USPAT; USOCR	OR	ON	2007/02/02 07:28
S2	8	("3823788"|"5537141"|"6074216"|"6105055"|"6301462"|"6310941"|"6470170"|"6507865").PN.	US-PGPUB; USPAT; USOCR	OR	ON	2007/01/23 10:14
S3	68	(customer adj support) same ((web or online or on-line or (on adj line) or internet) near3 interface)	US-PGPUB; USPAT; USOCR	OR	ON	2007/01/26 11:18
S4	0	"10442992".app.	US-PGPUB; USPAT; USOCR	OR	ON	2007/01/23 10:19
S5	460	((customer or client) adj (support or service)) same ((web or online or on-line or (on adj line) or internet) near3 interface)	US-PGPUB; USPAT; USOCR	OR	ON	2007/01/23 10:45
S6	0	S5 and (ticket or case) near11 (assign or assignable) near11 (tier or level or department)	US-PGPUB; USPAT; USOCR	OR	ON	2007/01/23 10:27
S7	18	S5 and (assign or assignable) near11 (tier or level or department)	US-PGPUB; USPAT; USOCR	OR	ON	2007/01/23 10:27
S8	388	((customer) adj (support or service)) same ((web or online or on-line or (on adj line) or internet) near3 interface)	US-PGPUB; USPAT; USOCR	OR	ON	2007/01/23 10:46

EAST Search History

S9	341	((customer) adj (support or service)) same ((web or online or on-line or (on adj line) or internet) near3 interface) and (ticket or case)	US-PGPUB; USPAT; USOCR	OR	ON	2007/01/23 10:47
S10	94	((customer) adj (support or service)) same ((web or online or on-line or (on adj line) or internet) near3 interface) and (ticket or case) and ((warranty or compliance or maintenance or upgrade or payment) near5 customer)	US-PGPUB; USPAT; USOCR	OR	ON	2007/01/24 13:48
S11	1081	(customer adj support) same (web or online or on-line or (on adj line) or internet)	US-PGPUB; USPAT; USOCR	OR	ON	2007/01/23 11:14
S12	938	((customer) adj (support or service)) same (web or online or on-line or (on adj line) or internet) and (ticket or case) and ((warranty or compliance or maintenance or upgrade or payment) near5 customer)	US-PGPUB; USPAT; USOCR	OR	ON	2007/01/24 09:05
S13	478	((customer or technical) adj (support or service or management)) same (web or online or on-line or (on adj line) or internet) and (ticket or case) and ((warranty or compliance or maintenance or upgrade) near5 customer)	US-PGPUB; USPAT; USOCR	OR	ON	2007/01/24 09:06
S14	262	S13 and (user adj interface)	US-PGPUB; USPAT; USOCR	OR	ON	2007/01/24 09:09
S15	9	S13 and (user adj interface) and (notification adj system)	US-PGPUB; USPAT; USOCR	OR	ON	2007/01/24 09:07
S16	1179	((customer) adj (support or service)) near3 (web or online or on-line or (on adj line) or internet)	US-PGPUB; USPAT; USOCR	OR	ON	2007/01/24 11:15
S17	659	S16 and (user adj interface)	US-PGPUB; USPAT; USOCR	OR	ON	2007/01/24 11:16
S18	25	S16 and (user adj interface) and (tier or level) near5 (assign or assignable)	US-PGPUB; USPAT; USOCR	OR	ON	2007/01/24 11:17
S19	34	(customer adj relationship adj management).ti.	US-PGPUB; USPAT; USOCR	OR	ON	2007/01/24 11:21

EAST Search History

S20	432	((customer or technical) adj (support or service)) same ((web or online or on-line or (on adj line) or internet) near3 interface)	US-PGPUB; USPAT; USOCR	OR	ON	2007/01/26 11:17
S21	25738	((customer or technical or consumer) adj (support or service))	US-PGPUB; USPAT; USOCR	OR	ON	2007/01/29 14:46
S22	125267	((web or online or on-line or (on adj line) or internet) near5 interface) or gui or (graphic$2 adj user adj interface)	US-PGPUB; USPAT; USOCR	OR	ON	2007/01/26 11:20
S23	1043	S21 same S22	US-PGPUB; USPAT; USOCR	OR	ON	2007/01/26 11:21
S24	11338	(case or file or ticket or record) adj management	US-PGPUB; USPAT; USOCR	OR	ON	2007/01/26 13:27
S25	1043	S21 same S22 same S23	US-PGPUB; USPAT; USOCR	OR	ON	2007/01/26 11:23
S26	1043	(S21 same S22) same S23	US-PGPUB; USPAT; USOCR	OR	ON	2007/01/26 11:23
S27	4	S21 same S22 same S24	US-PGPUB; USPAT; USOCR	OR	ON	2007/01/26 11:23
S28	3	("2002/0087383").URPN.	USPAT	OR	ON	2007/01/26 11:42

| S29 | 163 | ("20010001014" \| "20010003828" \| "4345315" \| "4893248" \| "4972504" \| "5041972" \| "5075771" \| "5088052" \| "5131020" \| "5136707" \| "5208908" \| "5223699" \| "5245533" \| "5262760" \| "5287270" \| "5313598" \| "5315093" \| "5325290" \| "5327486" \| "5361259" \| "5369571" \| "5452446" \| "5475836" \| "5483596" \| "5490060" \| "5491779" \| "5491796" \| "5506893" \| "5526257" \| "5530744" \| "5533108" \| "5539734" \| "5548726" \| "5555290" \| "5557668" \| "5586260" \| "5602918" \| "5621727" \| "5623601" \| "5649182" \| "5650994" \| "5659601" \| "5666481" \| "5671354" \| "5689645" \| "5692030" \| "5694546" \| "5696906" \| "5699403" \| "5706502" \| "5708780" \| "5710882" \| "5721908" \| "5721913" \| "5727129" \| "5734709" \| "5734831" \| "5742762" \| "5742768" \| "5742905" \| "5745754" \| "5754830" \| "5757900" \| "5764756" \| "5768501" \| "5774660" \| "5774670" \| "5778178" \| "5781550" \| "5781632" \| "5787160" \| "5790780" \| "5790789" \| "5790797" \| "5793694" \| "5793762" \| "5793964" \| "5796393" \| "5799154" \| "5802320" \| "5805803" \| "5812654" \| "5815080" \| "5815665" \| "5819225" \| "5819271" \| "5825890" \| "5826029" \| "5826269" \| "5832519" \| "5835084" \| "5844896" \| "5845067" \| "5845267" \| "5848233" \| "5848396" \| "5848399" \| "5850517" \| "5852810" \| "5852812" \| "5867495" \| "5875236" \| "5881237" \| "5883948" \| "5884312" \| "5930764" \| "5933142" \| "5937165" \| "5938729" \| "5949976" \| "5953389" \| "5956714" \| "5960411" \| "5970467" \| "5974396" \| "5982864" \| "5983350" \| "5987523" \| "5991746" \| "5999525" \| "5999965" \| "6003079" \| "6006265" \| "6012090").PN. OR ("6018768" \| "6021409" \| "6029182" \| "6041357" \| "6044362" \| "6049789" \| "6052450" \| "6058170" \| "6072493" \| "6073122" \| "6078891" \| "6084953" \| "6088451" \| "6088796" \| "6104704" \| "6105131" \| "6108700" \| "6108782" \| "6112238" \| "6112242" \| "6115458" \| "6119109" \| | US-PGPUB; USPAT; USOCR | OR | ON | 2007/01/26 13:23 |

S30	15725	(case or file or ticket or record) adj (management or assign or assigned or assignable)	US-PGPUB; USPAT; USOCR	OR	ON	2007/01/26 13:28
S31	6	S21 same S22 same S30	US-PGPUB; USPAT; USOCR	OR	ON	2007/01/26 13:28
S32	21	crm.ti.	US-PGPUB; USPAT; USOCR	OR	ON	2007/01/29 14:38
S33	31516	((customer or technical or consumer) adj (support or service)) or (customer adj relationship adj management) or CRM	US-PGPUB; USPAT; USOCR	OR	ON	2007/01/30 10:46
S34	125267	((web or online or on-line or (on adj line) or internet) near5 interface) or gui or (graphic$2 adj user adj interface)	US-PGPUB; USPAT; USOCR	OR	ON	2007/01/29 14:47
S35	11338	(case or file or ticket or record) adj management	US-PGPUB; USPAT; USOCR	OR	ON	2007/01/29 14:47
S36	390	S34 and S35 and S33	US-PGPUB; USPAT; USOCR	OR	ON	2007/01/29 14:51
S37	4	(customer adj service adj management).ti. OR (CSM.ti.)	US-PGPUB; USPAT; USOCR	OR	ON	2007/01/29 14:51
S38	5101195	customer support ticketing system ((online or on-line or internet or web) near5 interface)	US-PGPUB; USPAT; USOCR	OR	ON	2007/01/29 15:23
S39	343	customer support ticketing system ((online or on-line or internet or web) near5 interface)	US-PGPUB; USPAT; USOCR	AND	ON	2007/01/29 15:23
S40	27230	((customer or technical or consumer) adj (support or service)) or (customer adj relationship adj management) or CRM same (ticket$3 or case) near4 (management or system)	US-PGPUB; USPAT; USOCR	OR	ON	2007/01/30 10:47
S41	29641	((customer or technical or consumer) adj (support or relation or relationship or management or service))	US-PGPUB; USPAT; USOCR	OR	ON	2007/01/30 15:03
S42	3215	(ticket$3 or case) near4 (management or system) with (online or on-line or web or internet)	US-PGPUB; USPAT; USOCR	OR	ON	2007/01/30 10:54

S43	45	S41 same S42	US-PGPUB; USPAT; USOCR	OR	ON	2007/01/30 10:48
S44	296450	(ticket$3 or case or file) near4 (management or manage or system)	US-PGPUB; USPAT; USOCR	OR	ON	2007/01/30 10:55
S45	737835	(online or on-line or web or internet)	US-PGPUB; USPAT; USOCR	OR	ON	2007/01/30 10:56
S46	206	S41 same S44 same S45	US-PGPUB; USPAT; USOCR	OR	ON	2007/01/30 14:26
S47	20	computer adj help adj desk	US-PGPUB; USPAT; USOCR	OR	ON	2007/01/30 14:26
S48	124164	((customer or technical or consumer or computer) near3 (support or relation or relationship or management or service or help))	US-PGPUB; USPAT; USOCR	OR	ON	2007/01/30 15:04
S49	737835	(online or on-line or web or internet)	US-PGPUB; USPAT; USOCR	OR	ON	2007/01/30 15:04
S50	28960	S48 same S49	US-PGPUB; USPAT; USOCR	OR	ON	2007/01/30 15:06
S51	6764	computer (help or support or service) (web or online or internet or on-line) (customer or client or consumer) (ticket or case) tier	US-PGPUB; USPAT; USOCR	AND	ON	2007/01/30 15:08
S52	3182	computer near11 (help or support or service) (web or online or internet or on-line) (customer or client or consumer) (ticket or case) tier	US-PGPUB; USPAT; USOCR	AND	ON	2007/01/30 15:08
S53	562	S52 and compliance	US-PGPUB; USPAT; USOCR	AND	ON	2007/01/30 16:08
S54	170108	(customer or client or consumer or user) near3 (support or service or help)	US-PGPUB; USPAT; USOCR	OR	ON	2007/02/01 14:42
S55	19571	(ticket or case or record) near3 (manage or management)	US-PGPUB; USPAT; USOCR	OR	ON	2007/02/01 14:33
S56	509154	(web or on-line or online or internet or computer or software or graphical or graphic) near3 (interface or gui or program or application)	US-PGPUB; USPAT; USOCR	OR	ON	2007/02/01 14:41

S57	4743	S54 and S55 and S56	US-PGPUB; USPAT; USOCR	OR	ON	2007/02/01 14:34
S58	147987	(web or on-line or online or internet or computer or software) near3 (interface)	US-PGPUB; USPAT; USOCR	OR	ON	2007/02/01 14:35
S59	2230	S54 and S55 and S58	US-PGPUB; USPAT; USOCR	OR	ON	2007/02/01 14:36
S60	263	(S54 same S55) and S58	US-PGPUB; USPAT; USOCR	OR	ON	2007/02/01 14:36
S61	5444347	(software or program or application)	US-PGPUB; USPAT; USOCR	OR	ON	2007/02/01 14:42
S62	19060	S54 near3 S61	US-PGPUB; USPAT; USOCR	OR	ON	2007/02/01 14:43
S63	2968	S62 with (online or on-line or web or internet)	US-PGPUB; USPAT; USOCR	OR	ON	2007/02/01 14:43
S64	12	crm.ti. and S56	US-PGPUB; USPAT; USOCR	OR	ON	2007/02/01 14:50
S65	76321	(customer or client or consumer) near3 (care or support or service or help)	US-PGPUB; USPAT; USOCR	OR	ON	2007/02/01 16:29
S66	5444347	(software or application or program)	US-PGPUB; USPAT; USOCR	OR	ON	2007/02/01 16:11
S67	9669	S65 near3 S66	US-PGPUB; USPAT; USOCR	OR	ON	2007/02/01 16:12
S68	353	S67 and (case or ticket) near3 (manage or management)	US-PGPUB; USPAT; USOCR	OR	ON	2007/02/01 16:13
S69	19	S68 and (tier or level or expert or specialization) near3 (assign or assignable)	US-PGPUB; USPAT; USOCR	OR	ON	2007/02/01 16:14
S70	76321	(customer or client or consumer) near3 (care or support or service or help)	US-PGPUB; USPAT; USOCR	OR	ON	2007/02/01 16:52
S71	72366	S70 and (warranty or service or payment)	US-PGPUB; USPAT; USOCR	OR	ON	2007/02/01 16:30

S72	431	S70 and (warranty or compliance) near5 (determination or determine)	US-PGPUB; USPAT; USOCR	OR	ON	2007/02/01 16:31
S73	102	S70 and (warranty) near5 (determination or determine)	US-PGPUB; USPAT; USOCR	OR	ON	2007/02/01 16:31
S74	2905	(case or ticket) adj (management or manage or assign or assignable)	US-PGPUB; USPAT; USOCR	OR	ON	2007/02/01 16:46
S75	504	S70 and S74	US-PGPUB; USPAT; USOCR	OR	ON	2007/02/01 16:47
S76	104	("4614841" | "4821220" | "4885717" | "4891630" | "4953080" | "5041992" | "5050090" | "5060276" | "5075848" | "5093914" | "5119475" | "5125091" | "5133075" | "5136705" | "5136716" | "5151987" | "5181162" | "5265239" | "5282270" | "5303344" | "5317568" | "5339435" | "5388213" | "5404529" | "5408619" | "5414812" | "5448566" | "5481735" | "5515508").PN. OR ("6031977").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2007/02/01 16:48
S77	1591	S70 and (customer.ti.)	US-PGPUB; USPAT; USOCR	OR	ON	2007/02/01 16:52
S78	236	(traffic adj light) near3 (indicator or alert ot indication or notify or notice)	US-PGPUB; USPAT; USOCR	OR	ON	2007/02/02 07:30
S79	20	S78 with (software or program or application)	US-PGPUB; USPAT; USOCR	OR	ON	2007/02/02 07:29
S80	28	S78 and "705".clas.	US-PGPUB; USPAT; USOCR	OR	ON	2007/02/02 07:41
S82	193	amitabh.in.	US-PGPUB; USPAT; USOCR	OR	ON	2007/02/02 07:42
S83	1	amitabh.in. and compliance.ti.	US-PGPUB; USPAT; USOCR	OR	ON	2007/02/02 09:23
S84	0	heat near3 (service or support or help) near3 software	US-PGPUB; USPAT; USOCR	OR	ON	2007/02/02 09:24
S85	4	front adj range.as.	US-PGPUB; USPAT; USOCR	OR	ON	2007/02/02 09:25

S86	0	front adj range adj solutions.as.	US-PGPUB; USPAT; USOCR	OR	ON	2007/02/02 09:25
S87	0	frontrange.as.	US-PGPUB; USPAT; USOCR	OR	ON	2007/02/02 09:26
S88	0	computer adj associates.as. and crm	US-PGPUB; USPAT; USOCR	OR	ON	2007/02/02 09:31
S89	37	computer adj associates.as. and (customer or client) near3 (service or support)	US-PGPUB; USPAT; USOCR	OR	ON	2007/02/02 09:34
S90	0	frontrange.as. and (customer or client) near3 (service or support)	US-PGPUB; USPAT; USOCR	OR	ON	2007/02/02 09:35
S91	1758224	(front adj range) heat	US-PGPUB; USPAT; USOCR	OR	ON	2007/02/02 09:35
S92	88731	(front adj range) heat and software	US-PGPUB; USPAT; USOCR	OR	ON	2007/02/02 09:35
S93	13	(online or web-based) adj customer adj (service or support) adj (software or program or application)	US-PGPUB; USPAT; USOCR	OR	ON	2007/02/02 09:44
S94	134	(online or web-based) adj customer adj (service or support)	US-PGPUB; USPAT; USOCR	OR	ON	2007/02/02 10:09
S95	108	S94 and (case or ticket)	US-PGPUB; USPAT; USOCR	OR	ON	2007/02/02 10:07
S96	0	S94 and ((case or ticket) adj management)	US-PGPUB; USPAT; USOCR	OR	ON	2007/02/02 10:07
S97	4	S94 and ((case or ticket) near3 (manage or management))	US-PGPUB; USPAT; USOCR	OR	ON	2007/02/02 10:08
S98	138	(online or web-based) adj customer adj (service or support or management)	US-PGPUB; USPAT; USOCR	OR	ON	2007/02/02 10:12
S99	183	customer adj service.ti.	US-PGPUB; USPAT; USOCR	OR	ON	2007/02/02 10:13